

Management and Operation of Parking Facilities and Ground Transportation

QUESTIONS AND ANSWERS

1. Does the County intend to provide a sample operating agreement prior to the submittal date? If so, will the County provide another opportunity for prospective proposers to submit questions regarding the sample operating agreement?

Answer: Yes, we will provide a sample contract with specifications to all Proposers. However, the contract will be based on specifications in the RFP as well as other agreements with the successful proposer. There will not be another question period open to the sample contract provided.

2. Page 5, Incentive Program, states “The Proposer will develop an incentive program to be approved by GMIA”. Would the County like proposers to include a draft of their recommended incentive program with their submittal?

Answer: Yes, if the Proposers choose to.

3. Page 5, Incentive Program, states “This incentive program could be awarded by a fixed amount....” Can the County provide a range and/or cap for the potential annual fee associated with the Incentive Program?

Answer: It is up to the Proposer to propose fixed amount that is acceptable to the County.

4. Page 5, Incentive Program, states “The incentive fee, if awarded, will be to the Proposer and should be distributed in some form of monetary reward to all employees of the Proposer”. Does the County require that 100% of the incentive fee be distributed to the employees of the Proposer? If the requirement is less than 100%, can the County provide a percentage or range that should be distributed to the employees?

Answer: No, The County would like part of the incentive to go to all employees as a bonus of your choice. However, the County would be open to review the proposer’s bonus plan to their employees.

5. RFP, Page 13, Disadvantaged Business Enterprises. Please define ‘capacity building opportunities’ for DBE firms, as used in the 4<sup>th</sup> paragraph

Answer: Community Business Development Partners (CBDP) Office will evaluate the Prime’s approach for addressing DBE capacity building through several options: (the following are suggestions ONLY)

1. Specify scope of services that a DBE firm could perform related to the operation side of the contract. The Prime can explore opportunities related to the operation side of the contract. Show the DBE partner the management, administrative and operation aspects.
2. Identify key subcontract opportunities where the DBE firm is hired to perform that task.

3. Mentor-Protégé agreements

6. Page 20, Cost Proposal Contents, references a “Cost Proposal Submission Form”. Does the County intend to provide this form prior to the submittal date?

Answer: Yes

7. Page 24, Cost Proposal, reads “State your Guaranteed Maximum Price (comprised of direct and indirect operating costs and fees) for each year of the five (5) year term and basis for fee”. Is the Guaranteed Maximum Price limited to fixed Management Fees only or does it also include reimbursable operating expenses?

Answer: See RFP Page 24

8. Page 25, Technical Proposal Response, Item #12. Please verify proposers are required to include their detailed operating budget in the Technical Proposal Response as the first paragraph of this section states “Technical proposals shall not contain any reference to price”. If so, should proposers include their detailed operating budget in the Cost Proposal as well?

Answer: The technical proposal will include the operating budget, not including the management fee which should be included in the proposer pricing proposal on attachment G of the RFP. The cost proposal will include the management fee. The County will also provide this in the budget template.

9. Page 25, Technical Proposal Response, Item #15. The requirement for disclosure of “all pending and threatened litigation” is very broad. Given the nature of the parking business and the scope of operations (prospective proposers may have hundreds or even thousands of locations, some not parking related), from time to time litigation arises, that relates primarily to property damage and so-called “slip and fall” type claims, all of which litigation is fully insured. This very broad requirement could produce thousands of items.

a. Would the County narrow this requirement to airport and municipal operations?  
Answer: Yes, you may limit your response to airport and municipal operations.

b. And/or only such pending litigation/claim in excess of \$50,000 or more? Answer:  
You may limit your response to claims in excess of \$10,000.

c. Or that which is not covered by insurance, or such litigation that could hinder proposer’s ability to carry-out the operational or financial requirements of the proposed contract? Answer: No. Please do not restrict your answer in this way.

10. DBE Form, DBE-14.

Please define what constitutes the ‘total contract amount’? Is it the combination of the Management Fee and Operating Budget? Answer: If the management fee and the operating

budget constitute the amount the County will spend with the Contractor, then the total amount is subject to participation. Management fee may include the accounting, administration, employee labor, and day to day operational costs. Operating Budget may include maintenance, cleaning, subcontracting of services for snow removal and bus maintenance.

Given that Contractor's fee and operating budget are subject to adjustment after the first contract year, should the Proposer use the Year 1 total contract value and DBE contract value to calculate the percentage of DBE participation? Answer: The proposer should base the participation on the expected County spend for the first year of the contract. The successful firm will be required to maintain the participation plan level throughout the term of the contract, whether the spend remains the same or increases.

Please define 'allowances' as used in reference to the 'TOTAL CONTRACT AMOUNT (less allowances)' at the top of the form. Answer: Allowances are amounts that are set aside to cover unknown conditions, typically this applies to construction contracts where extra work may be required. We would not expect this to apply to this RFP. However, if there are reimbursable costs, which occur on Professional services contracts, as an example where the County pays for travel expenses, those are treated similar to allowances and are also eliminated from the total amount subject to participation.

**11.** Is Proposer required to assume any existing Parking, Shuttle, Curbside, Subcontractor, or other personnel as part of contract award?

Answer: No, this is it's not required its encouraged, however the County reserves the right to approve the Proposer's operation. See page 13 of RFP.

**12.** Please provide title, wage rates and benefit elections for each employee both salaried and hourly for the entire operation in this bid process.

Answer: See page 28 of RFP for compensation to your employees. However, there may be more staffing requirements coming in a sample contract.

**13.** Please provide a detailed staffing schedule, by position including hourly and salaried personnel, for the current Parking, Curbside and Shuttle operations, including subcontractors.

Answer: See attachment A, however your proposed budget should reflect a cost reduction for maximum efficiency to your proposed operation.

**14.** Are any of the Parking, Shuttle, Curbside, Subcontractor, or other personnel utilized currently members of a Union?

Answer: No

**15.** Which employees are required to be badged, what is the quantity of that current employee pool that must be badged and how much is the cost of badging?

Answer: This information is already provided in the RFP.

**16.** Please provide the last 3 years historical financials, including revenue and operating expense line item by line item, for the entire operations broken out by each parking property.

Answer: See sample contract specification for material difference in covered operating expenses. Your proposed budget should reflect a cost reduction for maximum efficiency to your proposed operation. – See attachment B

**17.** Please provide the last 5 years historical enplanements.

Answer: See airport website -Business and Facts

**18.** Please provide number of tickets issued per year for the past 3 years.

Answer: 2013 – 1,135,894      2014 – 1,148,928      2015 – 1,128,175

**19.** Please provide the past 3 years of reimbursements to the current operator.

Answer: See answer to question 16.

**20.** Please provide the specific scope and schedule for Janitorial Services to be provided by Prime Proposer or Prime's Subcontractor

Answer: See attachment C

**21.** Please confirm what, if any, routine or non-routine maintenance functions Proposer is responsible for providing directly or with subcontractor including but not limited to snow removal, power washing, power sweeping, drain maintenance, concrete repair, landscaping, light bulb/ballast replacement, electrical, elevator/escalator service, life safety systems, HVAC, etc. and frequency of service.

Answer: Snow Removal, cleaning of all parking facilities and vehicles, sweeping, annual power washing

**22.** Please provide the last 3 years actual costs broken out by year for the maintenance items contractor is responsible for.

Answer: See answer to question 16.

**23.** Who is responsible for PARCS maintenance? If contractor please provide 3 years of actual costs.

Answer: Parking Operator/ Maintenance agreement with vendor

**24.** Who is responsible for the maintenance of the CCTV systems? If contractor please provide the last 3 years of actual costs broken out by year.

Answer: County

**25.** Who is responsible for the elevator and moving sidewalks? If the operator please provide the past 3 years actual costs broken out by year. If the operator please provide the last 3 years of actual costs.

Answer: County

**26.** Please provide the past 3 years of snow removal costs for the operations.

Answer: See answer to 16.

**27.** Please provide the past 3 years cost of PARCS repair and maintenance costs.

Answer: See answer to 23

Contractor is responsible for all salting (all lots & locations). They are also responsible for snow plowing and removal in the following lots SuperSaver Lots A & B, the bus loop, taxi cab pin, All drive aisles of the parking garage, Hourly and Daily Entrances, the Exit Plaza, and the Train Station Lot.

Contractor is responsible for snow plowing and removal for the Employee Lot A, Employee B-Lot, IAB, Admin Parking Lot, the Sheriff's Checkpoint, and the road leading to the Sheriff's Checkpoint including the area beneath the tent. They are also responsible for shoveling the following areas: the Sheriff's Checkpoint, the Surface Lot sidewalks including the bus pickup points, all garage floor walkways, all of the shelters in both Employee lots including the areas around them, the sidewalks at Baggage Claim this includes the entire median and the sidewalk in front of the Rental Car Center, the sidewalk from the Surface Lot to Ticketing, the sidewalk from the Sheriff's checkpoint to the Main Employee Lot, and the sidewalk from the Sheriff's Checkpoint to Ticketing.

AMTRAK is responsible for the Train Station Platform only. Sidewalks and lot is contractor responsibility or as required by the County.

**28.** Please provide the specifications for snow removal.

Answer: Snow Removal:

Winter Operations Plan for General Mitchell International Airport (GMIA) is the timely commencement of snow and ice control operations at the direction of the, Airport Director, the Deputy Airport Director - Operations & Maintenance, Parking Program Manager or his/her designee(s) charged with the responsibility of developing, maintaining, and implementing both the Snow and Ice Control Plan and the Winter Operations Plan.

**29.** Please provide a list and timeline for all currently planned and future CapEx projects that involve or will impact the parking, shuttle, taxi, or TNC operations

Answer: Sky Bridge Project projected to start in Spring of 2017 will include the glass curtain walls on the north and south pedestrian bridges.

Parking Structure in Spring/Summer of 2017 will include replacement of stairwell doors, expansion joints and regular annual maintenance of the roadways and garage. Updated and newly installed wayfinding signage for garage interior. Also fiber runs to Amtrak station and to the remote parking lots as well as for PARCS.

Other capital construction projects as applied.

**30.** Please confirm who owns the shuttles.

Answer: County Owned

**31.** Please confirm financial obligations of Proposer's budget with regard to shuttles (i.e. insurance, licensing, etc.)

Answer: Licensed and Insured by operator

**32.** What are the quantity, sizes, years, makes, models of shuttles?

a. Please provide any supporting detail on any maintenance, fuel, or ad-campaign contracts that would be the cost of the operator.

Answer: See answer to 16 and attachment D

**33.** Please confirm how many shuttles operate per shift, by day of week and whether there is seasonality to the shuttle schedule.

Answer: Five to Six shuttles 1<sup>st</sup> and 2<sup>nd</sup> shifts; three for 3<sup>rd</sup> shift. Seven shuttles during charter season January - April

**34.** Who is responsible for fuel for the shuttles? If the operator please provide the last 3 years of actual costs as well as mileage per year per shuttle for 3 years.

Answer: Operator See answer to 16

**35.** Please provide an asset listing for all equipment and vehicles that would remain with the Parking/Shuttle Operation including any garage/lot revenue control equipment, License Plate Recognition hardware/software, cars/trucks/golf carts/etc., Taxi and dispatch system, Shuttle routing/communication systems, and any software programs currently utilized to manage the operations that are owned and controlled by GMIA.

Answer: All existing equipment and vehicles will remain.

**36.** Are any proprietary software or systems currently utilized by the current Parking Operator to manage the Operations that would not be available following a potential transition?

Answer: No.

**37.** Please confirm if the parking equipment is currently integrated with any Parking Operator or Third Party software.

Answer: No.

**38.** Please confirm where the assistance buttons on the in-lane equipment and pay stations dial to when pressed.

Answer: Parking operator office.

**39.** How is the License Plate Inventory being performed?

Answer: LPR is taken nightly.

**40.** What is the inventory including type of owned or leased vehicles in use for the operations? (excluding the shuttles used to transport parkers and employees)

Answer: Three parking operation vehicles (Civics CNG) and two pickup trucks regular fuel.

**41.** Does the operator need to provide office furniture, radios, computers, printers, telephone, and internet equipment or is this provided by the Airport?

Answer: County provides.

**42.** Please provide a copy of the current Agreement for the parking, curbside and shuttle operations and any addenda.

Answer: See current posted contract, however this does not apply to the new contract

**43.** Please confirm what, if any, performance bond will be required of Proposer as part of any agreement.

Answer: See current posted contract, however this does not apply to the new contract -bond amount subject to change

**44.** Who will be responsible for the cost of the marketing programs implemented?

Answer: If approved by the airport it will be a reimbursable expense.

**45.** Is there a marketing person currently employed for the operation? If so please provide salary.

Answer: No.

**46.** Is there currently a financial incentive program in place with the current operator? If so please provide the details of the programs and how much the operator has been paid from the program for the past 3 years.

Answer: No.

**47.** Please provide a current list of ACDBE certified firms that may work with the operations in this RFP.

Answer: Refer to RFP page 12

**48.** Who owns the MIDs and TIDs?

Answer: Parking Operator

**49.** Please outline what responsibility the operator will have for PCI compliance.

Answer: All PCI compliance

**50.** Does the operator calculate and remit any parking or sales tax?

Answer: Calculate sales tax daily. County will remit.

**51.** With regards to expenses, the RFP states the following on page 3, second paragraph: “The successful proposer will operate GMIA’s parking facilities within an approved budget and will be responsible for the payment of expenses related to the operation of the parking facilities.” Please clarify if operator will receive an exemption certificate from GMIA for purchases related to the facility operations and if GMIA will designate the operator as a purchasing agent to take advantage of the airport’s tax exempt status and reduce overall costs?

Answer: See sample contract - Purchasing Equipment and Supplies

**52.** Is there a money count room provided for the operator to count money in? If so is the equipment provided by the Airport or does the operator need to provide?

Answer: Yes

**53.** Is there an armored car service for revenue pickup used currently? If so what company currently provides that services and what is the frequency of pickups required?

Answer: Yes, daily pickups.

**54.** Page 19, Submitting a Proposal, first paragraph: Would 3-ring binders be acceptable for the “bound” copies or does the County prefer plastic comb or spiral coil type binding?

Answer: Any of those alternatives is fine.

**55.** Page 19, Submitting a Proposal, second paragraph: Will a signature-required time and date delivery confirmation by a major carrier such as FedEx be acceptable proof of time-stamping? Or does the County require in-person delivery?

Answer: FedEx or similar express mail service is acceptable. The County Clerk will time and date stamp all proposals upon arrival. Proposals MUST arrive in the County Clerk’s office by the deadline.

**56.** Page 20, please provide attachments for Cost Proposal Submission Form and DBE Forms (Attachment S).

Answer: See attached.

**57.** Page 20 regarding “Both Technical and Cost Proposals shall be identified in the lower left corner as follows” – please clarify if this information is to be included on all pages of each proposal or only on the cover page for each.

Answer: Only the cover page.

**58.** Page 25, Technical Proposal Response, Guidelines section, first bullet: please confirm “font/format” is Times New Roman 11 point, single-spaced, justified.

Answer: Any reasonably legible font and font size is acceptable.

**59.** On page 25, the first paragraph states that Technical proposals shall not contain any reference to price, but item #11 and 12 request an incentive proposal and preliminary, detailed operating budget. Please clarify if we are to include in the technical proposal.



Answer: The technical proposal will include the operating budget, not including the management fee which should be included in the proposer pricing proposal on attachment G of the RFP. The cost proposal will include the management fee.

**60.** On page 17 under Safety Precautions, item #4, please clarify the extent of: “Necessary precautions shall be taken at all times to protect persons, property and all equipment belonging to GMIA and their customers from injury or damage.” This sounds like security, and technically the parking operator would not be insured for security.

Answer: Please describe the measures you take with respect to this item in your proposal, and state that you are not insured for security.

**61.** Similarly, page 17 under Safety Precautions, #5 says, “The interests and personal effects of GMIA and its tenants must be protected at all times.” Unless we have valet parked a vehicle, making it in our care, custody and control, the interests and personal effects inside a parker’s vehicle would be their responsibility. Please confirm if this is acceptable.

Answer: Please describe this in your proposal.

**62.** On page 18 under Airport Security, regarding the training of Operator staff under TSA-approved security protocols, may the Operator subcontract out these security requirements to a security provider?

Answer: Yes.

**63.** Regarding coverage on page 30, we would meet the Commercial General Liability general aggregate and bodily & property damage aggregate as well as the Automobile Liability through a combination of our primary and our \$100M excess liability policies. Is this acceptable to the County?

Answer: Please describe this in your proposal, as this may be a matter for negotiation with the successful proposer.

**64.** On page 30 regarding coverage, we carry the Garage Keeper’s Liability endorsement on the Commercial General Liability policy. Is this acceptable to the County?

Answer: Yes.

**65.** On page 30 regarding Cyber Liability coverage, PCI-DSS is part of our policy. We would not be able to get an endorsement for it since an endorsement is a change to the policy. Please confirm if this is acceptable.

Answer: Please describe this in your proposal. The County cannot answer this question at this time.

**66.** Regarding top of page 31: Additional insureds cannot be added to a Crime policy. However, we can add Milwaukee County as a loss payee. Would that be acceptable?

Answer: Please describe this in your proposal. The County cannot answer this question at this time.

**67.** Page 4, Paragraph 1 references GT Operation. Does the airport currently have an established GT Rules and Regulations for their vendors? Can we be providing with the most up to date copy?

Answer: See Attachment E – GT SOP and County Ordinance 4.05 that governs GT operations.

**68.** Is there a current GT management technology system in place? If so can we know what models?

Answer: Current system is run through revenue control system along with a separate taxi cab call system. The county has recently purchased a dispatch system from PTI (Planning Technology Incorporated).

**69.** Who takes custody of the revenue and financial reporting of the GT operations will that be the airport or the parking manager?

Answer: Parking operator. Revenue deposited daily into County account

**70.** Can we be provided any data on entrances and exits of the GT Operations?

Answer: Open system no data.

**71.** Can we be provided the current staffing plan for the operations?

Answer: See staffing schedule Attachment A.

**72.** Would the airport be interested in hearing recommendation's or looking at potential PARCS equipment?

Answer: Yes.

**73.** Page 4 paragraph 6 makes references to a security plan and parking customer service. Are there any vehicles on site currently that the airport uses for parking? If so can we be provided with the vehicle inventory count and the make and model of the vehicles? Will the airport be providing fuel and maintenance for the vehicles?

Answer: Yes vehicles will be provided. Please see attached Vehicle Inventory List – Attachment D.

**74.** Is the current LPR within all the vehicle lanes fully functional? If not does the airport have it in their Capital plans to make the software functional?

Answer: No. To be determined.

**75.** Will the bank account utilized to retain custody of cash be an account of the operator or the airport?

Answer: Airport.

**76.** Can the airport provide us a copy of their most up to date ASP?

Answer: No.

**77.** Is it envisioned the manager will use their own merchant ID to process credit/debit card revenue? And if so, is that money deposited direct into GMIA's bank account or into the managers then into GMIA's? Same question relates to cash deposits.

Answer: Yes, parking operator owns merchant ID and monies are deposited into GMIA's bank account.

**78.** Is there a current staffing schedule you can provide that simply shows the number of staff for each of the positions and the salary/hourly range paid?

Answer: Yes see attached 2016 Staffing schedule- attachment A

**79.** Does GMIA charge off airport parking operators and hotels (who also offer off airport parking) on a per trip basis?

Answer: No, they are charged an annual permit fee per vehicle. Off-airport – GMIA is proposing a % of gross revenue to County Board for approval.

**80.** Can you provide 2015 actual revenue ideally broken into the various parking products (short term, hourly, super saver etc). And also 2016 YTD If available. And if you could state of the revenue figure is inclusive or exclusive of sales tax.

Answer: Yes see attached Percent of Revenue attachment F

**81.** Can you provide 2015 actual paid transactions ideally broken into the various parking products. And also 2016 YTD if available.

Answer: 2013 – 1,135,894      2014 – 1,148,928      2015 – 1,128,175

**82.** Is there a 2015 parking income statement available that also shows operating expenses.

Answer: See attachment B

**83.** Could we view the current contract?

Answer: See current posted contract, however this does not apply to the new contract

**84.** What if any maintenance equipment will be provided by GMIA? For example: parking dept vehicle(s), portable signs, cleaning sweepers, desks, computers, printers etc

Answer: Either County will provide or will be a reimbursable expense of operator.

**85.** Please provide the Parking Revenue for the past three years by month and by lot.

Answer: See attachment F.

**86.** Please provide the 2014, 2015 and 2016 budgets that were approved by the County along with the actual reimbursed amounts.

Answer: See attachment B.

**87.** In the RFP meeting it was indicated that there would be a Bid Bond and that the contract would require a Performance Bond, please specify the amount that the Airport is requesting.

Answer: NO BID BOND REQUIRED, also see current posted contract, however this does not apply to the new contract -bond amount subject to change.

**88.** The DBE goal for this opportunity is listed at 17%, please clarify if this amount is based on gross revenue, budget expenses, or the Proposer's management fee.

Answer: It is based on total operating expenses.

**89.** Please provide copies of the current staffing schedule for the following departments:

- a. Cashier
- b. Supervisor
- c. Office Staff(Auditors, Admin, and Management)
- d. Shuttle
- e. LPI
- f. Maintenance
- g. Ground Transportation
- h. Security

Answer: See attachment H.

**90.** Please provide a sample contract that will be used in this contract.

Answer: See attached sample contract.

**91.** Please provide a copy of actual operating expense by line item for year 2015.

Answer: See attachment B

**92.** Please provide a copy of the current Contract

Answer: Provided above.

**93.** Would the County please provide the budget format to be submitted by Proposers in Excel.

Answer: See attachment G

**94.** Please explain the timing of reimbursement of expenses after being submitted

Answer: Within 30 days, usually sooner, we utilize EFT

**95.** Please describe the services required to manage the various modes of transportation including private automobiles, taxicab, limousines, courtesy buses, TNC and employee parking.

Answer: See attachment E

**96.** Please provide the year and current mileage for the 12 buses.

Answer: See Attachment D

**97.** Please explain if the “security plan” is to include armed security guards.

Answer: Currently there are no armed security personnel, there is routine patrol of all lots, and monitoring the CCTV system.

**98.** Is the 10 year background check to be performed by GMIA or by the Proposer and does this include all employees or just management and supervisors.

Answer: Proposer, all employees

**99.** Please provide the current schedule of all employees necessary to perform work under this RFP along with their current wage rate.

Answer: See attached A and Attachment H

**100.** Control and Care of Work Sites. Paragraph 2. Please provide a description of the snow removal in more detail. Is this service currently being provided by a subcontractor and if so, please name the contractor.

Answer: Services described above. Currently provided by Hauke’s Trucking and Alvin J. Robinson Ind.

**101.** Please clarify if the Proposer’s employees or GMIA employees will monitor the CCTV system.

Answer: Yes , Both, However the MCSO and Airport Operation Control Center aslo have access to these cameras.

**102.** Please explain “direct and indirect operating costs and fees”. Is the management fee (Proposer’s profit) to be a separate item in the Guaranteed Maximum Price. Please provide a line item Cost Proposal sheet for guidance.

Answer: The technical proposal will include the operating budget, not including the management fee which should be included in the proposer pricing proposal on attachment G of the RFP. The cost proposal will include the management fee. The County will also provide this in the budget template.

**103.** Request for Current Parking Rates

Answer: See GMIA website: <http://www.mitchellairport.com/parking/>